

Blue Advantage Insight Newsletter

January 2020

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Louisiana

Blue Advantage (HMO) | Blue Advantage (PPO)

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Blue Cross and Blue Shield of Louisiana HMO offers Blue Advantage (HMO). Blue Cross and Blue Shield of Louisiana, incorporated as Louisiana Health Service & Indemnity Co., offers Blue Advantage (PPO). Both are independent licensees of the Blue Cross and Blue Shield Association. Blue Advantage from Blue Cross and Blue Shield of Louisiana HMO is an HMO plan with a Medicare contract. Blue Advantage from Blue Cross and Blue Shield of Louisiana is a PPO plan with a Medicare contract. Enrollment in either Blue Advantage plan depends on contract renewal. AIM is an independent company that serves as an authorization manager for Blue Cross and Blue Shield of Louisiana and Blue Cross and Blue Shield of Louisiana HMO. New Directions is an independent company that serves as the behavioral health manager for Blue Cross and Blue Shield of Louisiana and Blue Cross and Blue Shield of Louisiana HMO.

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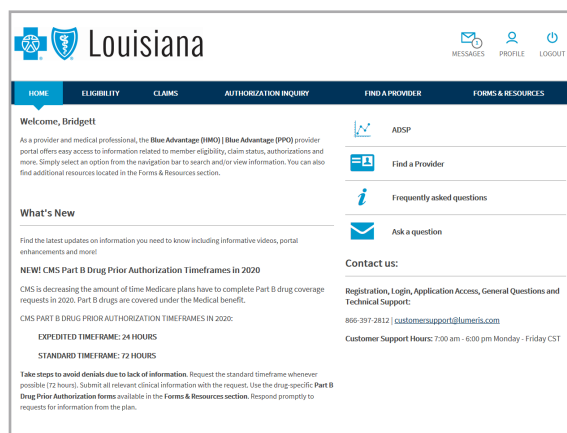
The 2020 Blue Advantage Resources are Now Online!

Each year we develop and update resource materials to assist our Blue Advantage providers with their needs. The resources include educational documents, reference guides and forms.

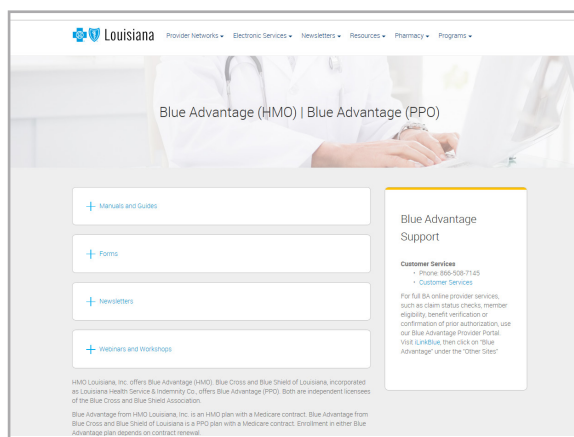
The 2020 resource materials include:

- Blue Advantage Provider Administrative Manual
- Provider Quick Reference Guide
- Durable Medical Equipment (DME) and Orthotic & Prosthetic List
- Blue Advantage Forms

These updated documents can be found in two locations:



Blue Advantage Provider Portal, located within iLinkBlue (www.BCBSLA.com/ilinkblue), click "Blue Advantage" under "Other Sites"



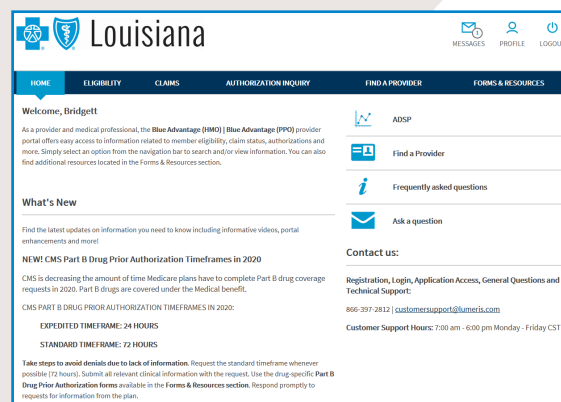
Blue Advantage Resources page, located on the Blue Cross Provider Page (www.BCBSLA.com/providers), click "Go to BA Resources" under "Blue Advantage Resources"

The Portal has a New Look!

At the end of 2019, the Blue Advantage Provider Portal was updated. The portal's new design offers providers an enhanced experience, greater support and additional security. There is an initial login required to access any of the portal's features and resources. Once providers log in, they will find the most current Blue Advantage information.

The portal is located within iLinkBlue (www.BCBSLA.com/ilinkblue), click "Blue Advantage" under "Other Sites"

For technical questions relating to registration or login access to the Blue Advantage Provider Portal, call 1-866-397-2812.



CMS Updates Part B Drug Prior Authorization Timeframes

Effective January 1, 2020, the Centers for Medicare and Medicaid Services (CMS) decreased the timeframe for Medicare Advantage plans to process prior authorization requests for Part B drugs covered under the medical benefit. Blue Advantage now has **24 hours** to complete expedited requests, and **72 hours** to complete standard requests. This matches the timeframe for Part D drugs covered under our pharmacy benefit. We must make the determination and notify the member within that timeframe.

When to submit expedited request:

Providers should request the 24-hour expedited timeframe **only** when the patient's health or life would be in jeopardy if the standard 72-hour timeframe were applied. Relevant clinical information must be submitted with the request to avoid delays in processing.

Blue Advantage often receives expedited requests on Fridays or before holidays when the standard timeframe would be medically appropriate. If we do not obtain sufficient information to support these requests, during the timeframe, this will result in a denial.

Ways to avoid denials:

- Use the standard timeframe unless the expedited timeframe is **medically necessary**. This is especially important on Fridays or before a holiday, when we have limited time to contact you before your office closes and the timeframe expires. The standard timeframe allows more time for outreach and information gathering. Please discuss this with your office staff who complete and fax the forms.
- Provide relevant and complete clinical information with all requests.
- For Part B drugs, the Blue Advantage Provider Portal contains drug-specific forms for some Part B drugs to assist you in submitting the required information. We have forms for erythropoiesis stimulating agents, botulinum toxin, hyaluronan knee injections, Injectafer/Feraheme, Remicade, Xolair and Remodulin, as well as a general Part B drug form. The prior authorization criteria (including forms) for those Part B drugs is also available on the provider portal through iLinkBlue (www.BCBSLA.com/ilinkblue), click "Blue Advantage" under "Other Sites."
- If Blue Advantage reaches out to your office to request additional information, please respond promptly.



Wellness Visit Incentive for PCPs

As a primary care provider (PCP) in our Blue Advantage network, we value your understanding of the importance of annual wellness visits for your Blue Advantage patients. These visits ensure quality care is received to improve health outcomes.

For 2020, Blue Advantage replaced the Comprehensive Visit program with an updated wellness visit incentive.

Updated program details:

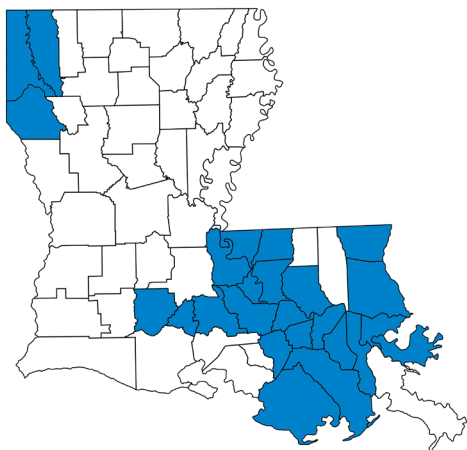
Blue Advantage will reimburse **an additional \$100 or \$150** above the allowable charge for HCPCS codes G0438 and G0439

1. Providers who bill G0438 or G0439 for their patients, send procedure, biometric and lab EMR extracts and grant remote EMR access will receive an **additional \$150 payment**.
2. Providers who bill G0438 or G0439 and send a copy of the medical record, when requested, will receive an **additional \$100 payment**.

As a reminder, this wellness visit incentive is separate from Enhanced Encounters and providers can only be reimbursed for one or the other, in the same calendar year for the same member; not both.

Healthy Blue Dual Advantage (D-SNP)

Healthy Blue Dual Advantage (D-SNP) is our dual coverage (Medicaid and Medicare Advantage) special needs product (SNP). Healthy Blue Dual Advantage (D-SNP) includes supplemental benefits for items or services that are not covered under Medicare Part A, Part B or Part D but are covered by the plan in addition to what Medicare covers. This product is available in the following areas:



Acadia	Jefferson	St. James
Ascension	Lafayette	St. John the Baptist
Assumption	Lafourche	St. Martin
Bossier	Livingston	St. Mary
Caddo	Orleans	St. Tammany
DeSoto	Pointe Coupee	Terrebonne
East Baton Rouge	St. Bernard	Washington
East Feliciana	St. Charles	West Baton Rouge
Iberville	St. Helena	West Feliciana

More information about Healthy Blue Dual Advantage (D-SNP) is available at <https://providers.healthyblue.com>.

Anxiety and Depression in COPD Patients

According to the Journal of Thoracic Disease and the Cleveland Clinic Journal of Medicine, anxiety and depression occur more frequently in patients with Chronic obstructive pulmonary disease (COPD) than in the general population or in those with other chronic illnesses, e.g., diabetes, cancer, hypertension or musculoskeletal disorders. Worse outcomes are also experienced by the depressed COPD patient, such as disability, mortality and increased healthcare spending.^{1,2} Conversely, according to the International Journal of Chronic Obstructive Pulmonary Disease, motivational interviewing is an effective tool for concurrent depression management to enhance self-management of COPD.³

Blue Advantage is currently participating in a Chronic Care Improvement Program (CCIP), which is a CMS requirement for MA plans.

Measures in the program include the following:

- Members 40 years and older who have COPD and were screened for clinical depression during the measurement year, AND if positive, had a follow-up plan documented within 60 days of the positive screen.
- The number of patients 18 years and older, with a diagnosis of major depression (with and without COPD) who were newly treated with antidepressant medication and who remained on an antidepressant medication for at least 84 days (12 weeks).
- The number of patients 18 years and older with a diagnosis of major depression (with and without COPD) who were newly treated with antidepressant medication and who remained on an antidepressant medication for at least 180 days (6 months).

Screening for depression may already be a regular part of your office routine. Please pay special attention to patients with COPD who may have comorbid depression, even if they also see a specialist. If they screen positive for depression, consider psychological and pharmacological interventions as appropriate. When patients are started on antidepressant medications, monitor them closely for response and encourage continued compliance with treatment at each follow-up interaction.



1. Cleveland Clinic Journal of Medicine, "Anxiety and Depression in Chronic Obstructive Pulmonary Disease: Recognition and Management" February 2018. Accessed on April 11, 2019 at: www.mdedge.com/ccjm/article/158552/anxiety-and-depression-chronic-obstructive-pulmonary-disease-recognition-and
2. Journal of Thoracic Disease, "Anxiety and depression—Important psychological comorbidities of COPD", November 2014. Accessed on April 11, 2019 at: www.ncbi.nlm.nih.gov/pmc/articles/PMC4255157/
3. International Journal of Chronic Obstructive Pulmonary Disease, "Implementing chronic care for COPD: planned visits, care coordination, and patient empowerment for improved outcomes." Accessed on April 11, 2019 at: www.ncbi.nlm.nih.gov/pmc/articles/PMC3232168/

AIM Updates Clinical Appropriateness Guidelines

We recently sent a communication informing providers about updates to the clinical appropriateness guidelines for our high-tech imaging, musculoskeletal (MSK) spine surgery and radiation therapy programs, effective February 9, 2020. As a reminder, AIM Specialty Health® (AIM) is updating the following guidelines:

Advanced imaging of the abdomen and pelvis

- Foreign body (pediatric only), gastrointestinal bleeding, Henoch-Schönlein purpura, hematoma or hemorrhage – intracranial or extracranial, perianal fistula/abscess (fistula in ano), ascites, biliary tract dilatation or obstruction, cholecystitis, choledocholithiasis, focal liver lesion, hepatomegaly, jaundice, azotemia, adrenal mass (indeterminate), hematuria, renal mass, urinary tract calculi, adrenal hemorrhage, adrenal mass, lymphadenopathy, splenic hematoma, undescended testicle (cryptorchidism)
- Abdominal and/or pelvic pain
- Lower extremity edema
- Splenic mass (benign), splenic mass (indeterminate), splenomegaly
- Pancreatic mass
- Diffuse liver disease
- Inflammatory bowel disease
- Enteritis or colitis, not otherwise specified
- Prostate cancer

MSK Spine Surgery

- Conservative management – all sections
- Lumbar disc arthroplasty
- Lumbar fusion and treatment of spinal deformity (including scoliosis and kyphosis)
- Lumbar laminectomy
- Noninvasive electrical bone growth stimulation
- Bone graft substitutes and bone morphogenetic proteins

Radiation Therapy

- Special treatment procedure and special physics consult
- Intensity modulated radiation therapy (IMRT), stereotactic radiosurgery (SRS) or stereotactic body radiotherapy (SBRT) for bone metastases
- Single fraction treatment
- Central nervous system cancers
- Spine lesions; primary or metastatic lesions of the spine, metastatic lesions in the lung
- Stereotactic body radiation therapy in the treatment of extracranial oligometastatic disease
- Prostate cancer – hypofractionation
- Prostate cancer – postoperative radiotherapy and SBRT
- Prostate cancer – use of hydrogel spacer
- CPT® code changes



Webinars

We provide educational webinars throughout the year to offer our network providers the resources to better services their Blue Advantage patients.

- **March 18 - New to Blue Advantage**
Claims filing options, medical documentation, Blue Advantage Provider Portal and other Blue Advantage resources
- **April 16 - Risk Adjustment 101**
Risk adjustment coding, ICD-10 CM code documentation, HEDIS measures documentation and more
- **July 22 - New to Blue Advantage**
Claims filing options, medical documentation, Blue Advantage Provider Portal and other Blue Advantage resources

Existing and new Blue Advantage network providers can benefit from these webinars. Let others in your office know about these events. Invitations will be emailed about one month prior to each event date.

Earn Free Continuing Medical Education Credits

We offer FREE continuing medical education (CME) credits that you can earn directly through the Washington University CME portal.

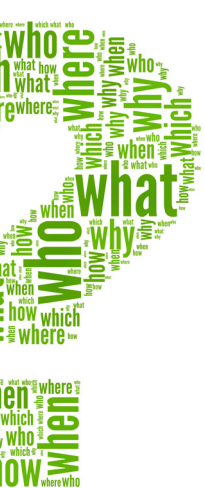
To Access the Washington University CME Portal and course listing:

1. Go to cmeonline.wustl.edu/bcbsl
2. Click "New Account"
3. Enter registration information
4. Click "Sign Up"

2020 Holiday Schedule for AIM and New Directions

Offices will be closed on the following days:

- Friday, April 20 - Good Friday
- Monday, May 25 - Memorial Day
- Friday, July 3 - Independence Day
- Monday, September 7 - Labor Day
- Thursday, November 26 - Thanksgiving Day
- Friday, November 27 - Day after Thanksgiving
- Friday, December 25 - Christmas Day



Who Do I Contact if I Have Questions?

For claims status, member eligibility, benefit verification and care management inquiries that cannot be resolved through the Blue Advantage Provider Portal, Blue Advantage network providers may contact Blue Advantage Customer Service at 1-866-508-7145.

For questions about Accountable Delivery System Platform (ADSP) training, accessing panel reports, financial incentive reports or care gap and Risk Adjustment Factor scores, you may contact provider.relations@bcbsla.com.

If you are a Quality Blue Primary Care (QBPC) or Quality Blue Value Partnership (QBVP) partner, our Quality Blue teams are accountable for engaging with your practice/entity to share Blue Advantage quality performance updates. Quality Blue questions can be sent to clinicalpartnerships@bcbsla.com. For non-QBPC and -QBVP questions specific to the Blue Advantage quality program, you may contact your Provider Relations representative or send an email to provider.relations@bcbsla.com. If you are unsure who your Provider Relations representative is, visit www.BCBSLA.com/providers > Provider Networks > Provider Support.

Provider Pay Disputes

If a provider disagrees with the amount paid on a Blue Advantage claim, they may send a written pay dispute to:

Blue Cross and Blue Shield of
Louisiana/HMO Louisiana, Inc.,
Attn: Provider Disputes -
Blue Advantage
P.O. Box 7003
Troy, MI 48007

Your request should outline the basis for the dispute and should include documents supporting your position.

If you are not receiving our communications,
you may need to update your contact
information...

Do We Have Your Current Contact Information?

Use the Provider Update Request Form to submit updates or corrections to your practice information. The form is available online at www.BCBSLA.com/providers > Resources > Forms.



View this newsletter online at www.BCBSLA.com/ilinkblue, then click on “Blue Advantage” under Other Sites

Blue Advantage Insight

Blue Advantage Insight is a publication to keep our network providers informed on the latest Blue Advantage news. We encourage you to share this newsletter with your staff.

The content in this newsletter is for informational purposes only. Diagnosis, treatment recommendations and the provision of medical care services for Blue Advantage members are the responsibilities of healthcare professionals and facility providers.

What's on the Provider Portal

www.BCBSLA.com/ilinkblue > Blue Advantage

- Accountable Delivery System Platform (requires additional login), which includes:
 - Member Eligibility
 - Member ID Card
 - Claims Inquiry
 - Authorization Inquiry
- Forms
- Help Documents
- Claims
- Helpful Links
- Updated Manual
- Updated Quick Reference Guide

Important Contact Information

Authorizations (including Case and Medical Management)

1-866-508-7145, option 5, option 4

Behavioral Health

1-877-250-9167 (for customer service and non-facility authorizations)

Blue Advantage Customer Service

1-866-508-7145

customerservice@blueadvantage.bcbsla.com

Blue Advantage Provider Portal

1-866-397-2812

Provider Credentialing & Data Management

1-800-716-2299, option 3

network.administration@bcbsla.com

Population Health Managers

accountablecareteam@blueadvantage.bcbsla.com

Pharmacy

1-800-935-6103/TTY:711

For additional contact information on Blue Advantage services, please refer to our Provider Quick Reference Guide found on the Blue Advantage Provider Portal.

Please share this newsletter with your office staff. This and past newsletters are available on the Blue Advantage Provider Portal (www.BCBSLA.com/ilinkblue > Blue Advantage).